

UCLA International Institute Computing and Information Technology Policies

Last Updated August 23, 2006

The goal of International Institute Information Technology Services (ITS) is to provide those under the umbrella of the International Institute with the computing and information technology resources necessary to fulfill the University's mission of teaching, research, and public service. With these goals in mind, ITS has set policies that aim to provide the International Institute with secure, efficient, dynamic, and advanced computing and information technology.

I. Software

- A. **Software Licensing.** Software installed on an International Institute computer must be properly licensed and in accordance with any existing laws, both federal and state, and University of California policies, including but not limited to those specific to information technology.
- B. **Standard and Nonstandard Software.** A standard package of licensed software (see Appendix A) is installed on International Institute computers. Uninstallation and/or addition to this software package is discouraged without prior consultation with ITS. Should software be installed without prior consultation, ITS may not be able to fully support said software due to limited resources.
- C. **Operating Systems (OS).** ITS supports certain operating systems (see Appendix B). ITS will modify this list of supported versions as compatibility and support issues arise. As these changes are made, ITS will make every effort to make the transition smooth. Other operating systems will be taken into consideration on a case-by-case basis.

II. Hardware

- A. **New Hardware.** While users are entitled to purchase the hardware of their choosing, it is strongly recommended that they consult ITS before purchasing any new hardware, including but not limited to computers, monitors, printers, scanners, and other peripheral devices. Should there be failure to consult with ITS, denial of support of said hardware may result.
- B. **New Computers.** ITS will offer a recommended computer, or "model machine," for purchase. This decision will be made in good faith and will take cost, reliability, performance, warranty, and serviceability into account with the intent of providing a computer that can adequately provide for the needs of both ITS and the computer's users.
- C. **Retirement of Hardware.** ITS can provide assistance in the retirement of hardware and can make replacement recommendations.
- D. **Laptops and Personal Digital Assistants (PDAs).** ITS supports laptops purchased through International Institute resources. These laptops are subject to the same guidelines as International Institute desktops. Due to limited resources, ITS limits support of PDAs and similar devices to first level support. If the installation of such a device creates significant compatibility issues, ITS may offer to uninstall the device in lieu of trouble shooting the problem further. The exception to this are Treo phones. These will only be supported with respect to problems with Outlook Exchange and SSC will provide most of the support.

III. Computing Office Responsibilities

In support of the University's mission of teaching, research, and public service, ITS provides computing support for hardware in a timely and professional manner to facilitate those ends, including:

- A. **Technical Support.** Provide technical support that ensures that users have a working machine that is reliable and secure. ITS also ensures that users' printing and scanning needs are met. Technical support issues are prioritized in order of urgency, then in the order in which they are received. While incidental personal use is permitted, ITS is not

responsible for support of software or data unrelated to University use.

- B. **Access.** ITS is also responsible for providing access to and the management of the services provided for by Social Sciences Computing (SSC), including:
 - i. **Internet access.** Support in accessing the Internet through the network provided for by SSC.
 - ii. **File server access.** Adding, modifying, and deleting SSC Novell accounts for the International Institute as well as ensuring access to the file servers individually or as a group.
 - iii. **Email access.** Maintaining communication with SSC regarding email accounts. In addition, ITS is responsible for setting up the email account on International Institute computers.
- C. **Training.** While technical support and network issues take priority over training, ITS will train users in usage of software to the extent and expertise that resources permit. If resources permit and demand warrants, ITS will offer training workshops.

IV. **User Responsibility** Computing resources have the potential to be used improperly, either unintentionally or deliberately. Accordingly, users must assume responsibility for making the best possible use of their privileges and not abuse them. All existing laws, both federal and state, and University regulations and policies apply.

- A. **Acceptable Use.** User assumes legal responsibility for any files that are stored to their computer or network drives. Illegal reproduction or sharing of software or files protected by U.S. Copyright Law is subject to civil damages and criminal penalties including fines and imprisonment. International Institute users are subject to the same policy guidelines as the rest of the University (<http://www.bol.ucla.edu/policies/>). User must also follow guidelines set in University policy 420, stating that no personal information will be stored on University property (i.e. Social Security numbers, bank account information, credit card information, driver's license numbers). User assumes responsibility for following the University's minimum security standards for any machine connected to the University network (including home computers). The full policy (401) can be found at http://www.adminvc.ucla.edu/appm/public/app_0401_0.html.
- B. **Software Media and Licensing Management.** User is responsible for the management of both the media (e.g. disks, CDs, download) and product keys for any additional software. Installation and support on this software needs to be requested directly from its vendor. Additional software is defined as any software which is not included in Appendix A and B, is not site licensed to UCLA or the International Institute as a whole.
- C. **Data Backup.** User must assume a substantial amount of responsibility in backing up their data. Important files, including emails, are to be stored remotely on the user's network drives which are backed up nightly by SSC. ITS strongly recommends the usage of these disks in lieu of a local hard drive which can and do fail. While ITS can attempt to recover data from a failed hard drive, this process is time consuming and there is no guarantee the data will be recovered. Hence, usage of the network drives is strongly recommended. There are three drives with this backup capability:
 - i. **P:** The P drive is the shared drive. This is *temporary* storage space for transferring files between computers and groups. Anyone in the Institute can use this drive and **view**, **edit**, or **delete** these files.
 - ii. **G:** The G drive is your group drive. Only members in your group can **view**, **edit**, or **delete** these files. This is the best storage space for shared files between colleagues.
 - iii. **U:** The U drive is the user drive. Only the user (or someone with their login and password) can **view**, **edit**, or **delete** these files. ITS encourages use of this drive as it is the securest place to store files.
- D. **Communication.** Non-emergency matters can be submitted via service request via the portal (<http://portal.international.ucla.edu>). Emergency situations should be reported directly to ITS in 11252 Bunche or via phone at 310.825.8096.
- E. **Movement of computers.** In order to provide efficient service in the future, ITS should be notified when computing hardware is moved so that we can update our records.

Appendix A. Standard Software

Availability and version number subject to change depending on operating system.

Operating system (see Appendix B)

Microsoft Office 2003 Professional

Netware Client

Sophos Anti-Virus

Webroot Spy Sweeper

Adobe Acrobat Reader

Firefox

Microsoft Internet Explorer

WS FTP

Real Player

Apple QuickTime, v5.2

Windows Media Player, v9.0

Hummingbird

SSH

Appendix B. Supported Operating Systems

Microsoft Windows 2000 Professional

Microsoft Windows XP Professional

Macintosh OS X (10.3 and 10.4)